We claim:

1. A method for displaying a list of service requests from multiple service request systems on a single display comprising the steps of:

receiving a service inquiry at a service manager location;

formulating and sending a service request status message to a plurality of service ticketing systems from the service manager;

receiving and merging responses to the service request status message from service ticketing systems into a single list of responses;

sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list; and

displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

2. The method as described in claim 1 further comprising the step of converting the service status request message to a format for each particular ticketing system.

3. The method as described in claim 1 further comprising the step of converting the responses from the plurality of ticketing systems into a common format for receipt and processing by the service manager.

4. The method as described in claim 1 wherein said sorted list is stored in cache memory.

5. The method as described in claim 1 wherein said sorting step further comprises creating multiple sorted lists and storing these list in the cache.

6. The method as described in claim 1 wherein said sorting step further comprises the steps of:

creating an integer array;

comparing tickets in a one-to-one format using a pre-determine parameters;

directing the next free pointer in the array to the next ticket in the order as a result of the comparison; and

storing this list in the cache memory.

7. The method as descried in claim 1 wherein said sorting step further comprises:

determining whether a sort map exist for a service ticket list; and

displaying sorted tickets based on a sort from a preexisting sort map.

8. The method as described in claim 1 wherein said sorting step further comprises:

determining whether a sort map exist for a service ticket list; and

creating a sort map when there is a determination that no sort map exist.

9. The method as described in claim 1 further comprising the step of:

determining the elapsed time since the last inquiry by a particular service technician; and

resetting the ticket lists in the cache, if a predetermined time period has expired.

10. The method as described in claim 9 wherein said resetting step comprises retrieving additional tickets for the ticketing systems.

11. A method for displaying a list of service requests from multiple service request systems on a single display comprising the steps of:

determining whether a list of tickets currently exist for an inquiring service technician;

sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list; and

displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

12. The method as described in claim 11 wherein said sorting step comprises:

creating an integer array;

comparing tickets in a one-to-one format using a pre-determine parameters;

directing the next free pointer in the array to the next ticket in the order as a result of the comparison; and

storing this list in the cache memory.

13. The method as described in claim 11 wherein said sorting step further comprises the step of creating a sort map to perform a comparison of tickets during a sort.

14. A computer program product in a computer readable medium for displaying a list of service requests from multiple service request systems on a single display comprising:

instructions for receiving a service inquiry at a service manager location;

instructions for formulating and sending a service request status message to a plurality of service ticketing systems from the service manager;

instructions for receiving and merging responses to the service request status message from service ticketing systems into a single list of responses;

instructions for sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list; and

instructions for displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

15. The computer program product as described in claim 14 further comprising instructions for converting the service status request message to a format for each particular ticketing system.

16. The computer program product as described in claim 13 further comprising the instructions for converting the responses from the plurality of ticketing systems into a common format for receipt and processing by the service manager.

17. The computer program product as described in claim 13 wherein said sorting instructions further comprise instructions for creating multiple sorted lists and storing these list in the cache.

18. The computer program product as described in claim 13 wherein said sorting instructions further comprise:

instructions for creating an integer array;

instructions for comparing tickets in a one-to-one format using a pre-determine parameters;

instructions for directing the next free pointer in the array to the next ticket in the order as a result of the comparison; and

instructions for storing this list in the cache memory.

19. The computer program product as descried in claim 13 wherein said sorting instructions further comprise:

instructions for determining whether a sort map exist for a service ticket list; and

instructions for displaying sorted tickets based on a sort from a preexisting sort map.

20. The computer program product as described in claim 13 wherein said sorting instructions further comprise:

instructions for determining whether a sort map exist for a service ticket list; and

instructions for creating a sort map when there is a determination that no sort map exist.

21. The computer program product as described in claim 13 further comprising the instructions for:

determining the elapsed time since the last inquiry by a particular service technician; and

resetting the ticket lists in the cache, if a predetermined time period has expired.

22. The computer program product as described in claim 21 wherein said resetting instructions further comprise instructions for retrieving additional tickets for the ticketing systems.

23. A computer program product in a computer readable medium for displaying a list of service requests from multiple service request systems on a single display comprising:

instructions for determining whether a list of tickets currently exist for an inquiring service technician;

instructions for sorting the tickets in the response list by pre-determined parameters and generating a sorted ticket request list; and

instructions for displaying the sorted ticket request list containing ticket request from multiple ticket request systems.

24. The computer program product as described in claim 23 wherein said sorting instructions further comprise:

instructions for creating an integer array;

instructions for comparing tickets in a one-to-one format using a pre-determine parameters;

instructions for directing the next free pointer in the array to the next ticket in the order as a result of the comparison; and

storing this list in the cache memory.

25. A system for displaying a list of service requests from multiple service request systems on a single display comprising:

a local computer for displaying service ticket lists;

a ticket manager having the capability to retrieve, merge and sort service tickets from multiple ticketing systems;

ticket manager adapters for converting information between said ticket manager and ticketing systems, in order to provide a uniform format to display ticketing request generated at different ticketing systems.

26. The system as described in claim 25 further comprising a browser program to provide the capability to view and scan displayed service tickets and to interface with the ticket manager.

27. The system as descried in claim 25 further comprising a cache memory to contain sorted listed from the merged service tickets.

28. The system as described in claim 26 further comprising conversion programs in said ticket manager adapters.